

The Public's Views on Medical Error in Massachusetts

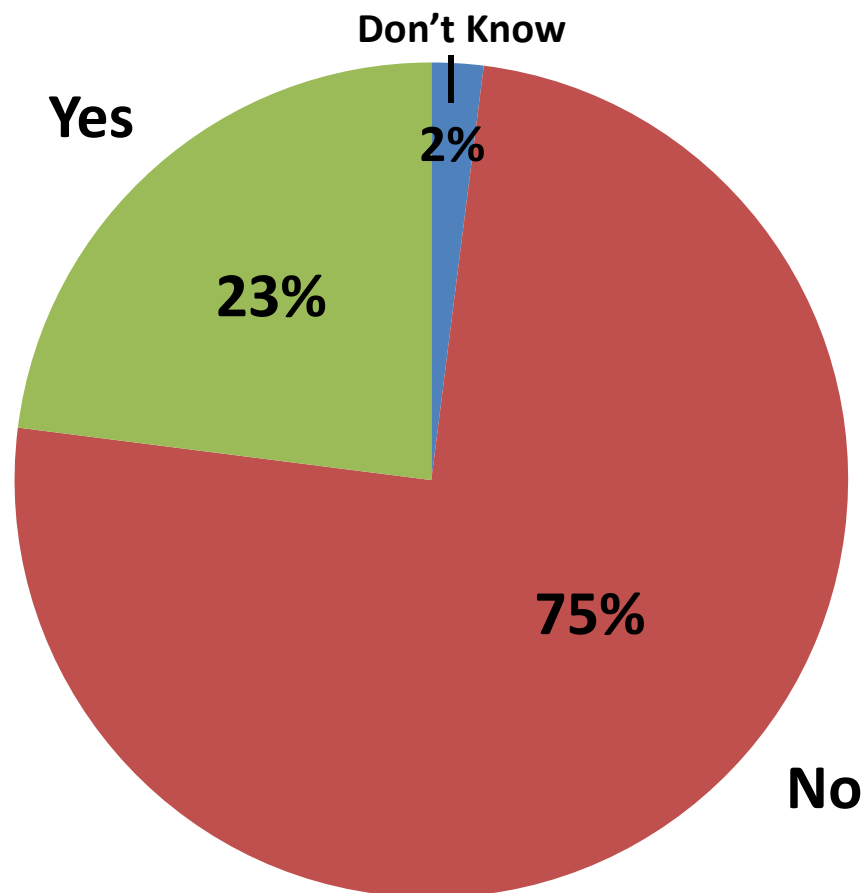
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MA Residents Involved in a Medical Error Situation

% saying personally involved in a situation where a preventable medical error was made in their own care or in the care of someone close to them



Most Common Types of Medical Error Experienced by MA Residents

% saying...

(Among the 23% who said they or a person close to them experienced a medical error)

Your/their medical problem was misdiagnosed



You/they were given the wrong test, surgery, or treatment



You were given wrong or unclear instructions about your follow-up care



You/they were given an incorrect medication, meaning the wrong dose or wrong drug



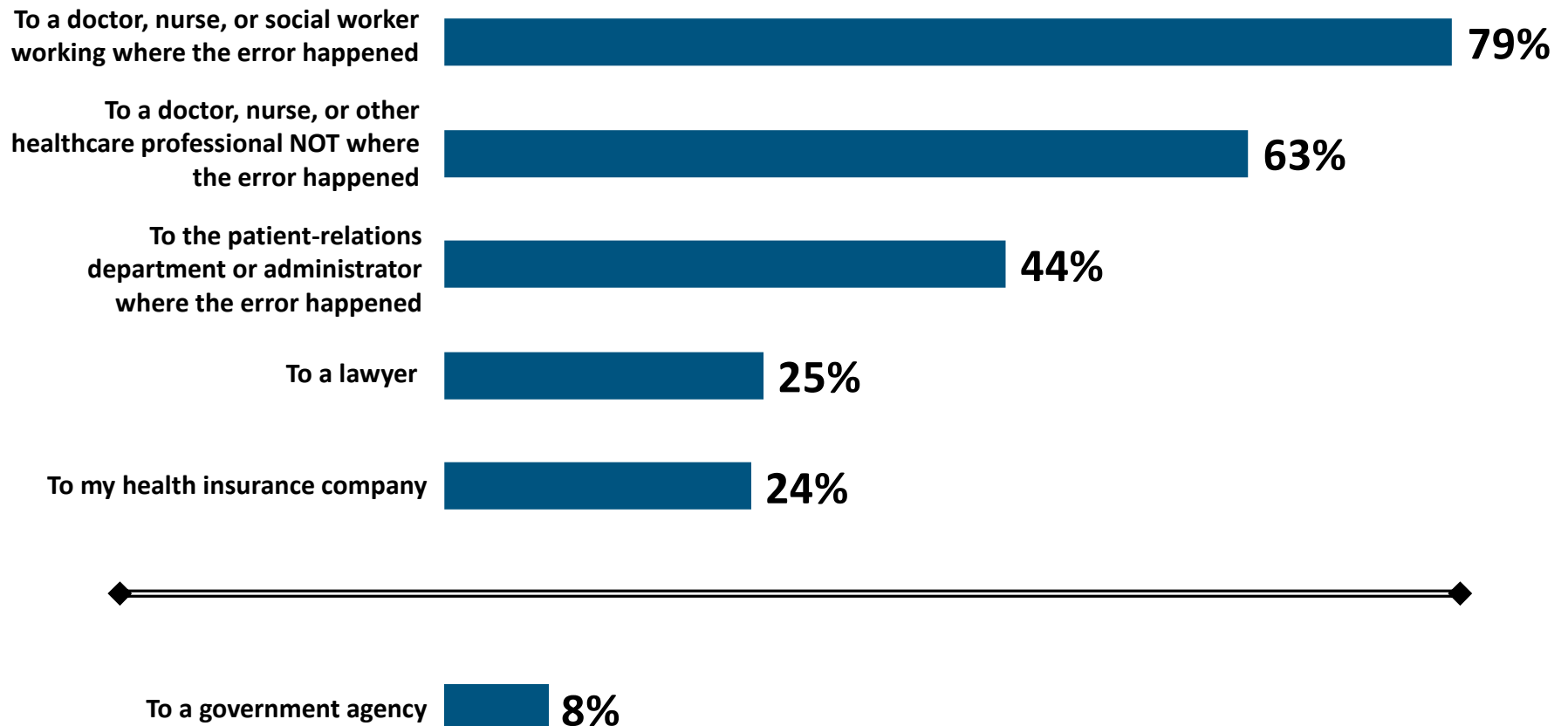
You/they got an infection as a result of your/their test, surgery, or treatment



Who MA Residents Reported the Medical Error To

% saying the error was reported...

*(Among respondents who said they or a person close to them experienced a medical error
AND the error was reported by the respondent)*



Reasons Why MA Residents Reported Medical Errors

*% saying they reported the error because...
(Among respondents who said they or a person close to them experienced a medical error
AND the error was reported by the respondent)*

You wanted to prevent the same error from happening to someone else



You wanted someone to help you or the person close to you cope with the problems caused by the medical error



You were angry and wanted to get this off your chest



You wanted the person responsible to be punished



You wanted to receive compensation for the harm caused by the error



Reasons Why MA Residents Did Not Report Medical Errors

% saying they did not report the error because...

(Among respondents who said they or a person close to them experienced a medical error and the error was NOT reported by the respondent)

You didn't think it would do any good



65%

You didn't know how to report a medical error



36%

You didn't want to get anyone in trouble



31%

There was no way to report the error anonymously



23%

You didn't think the medical error was important



19%

You didn't want to offend anyone



17%

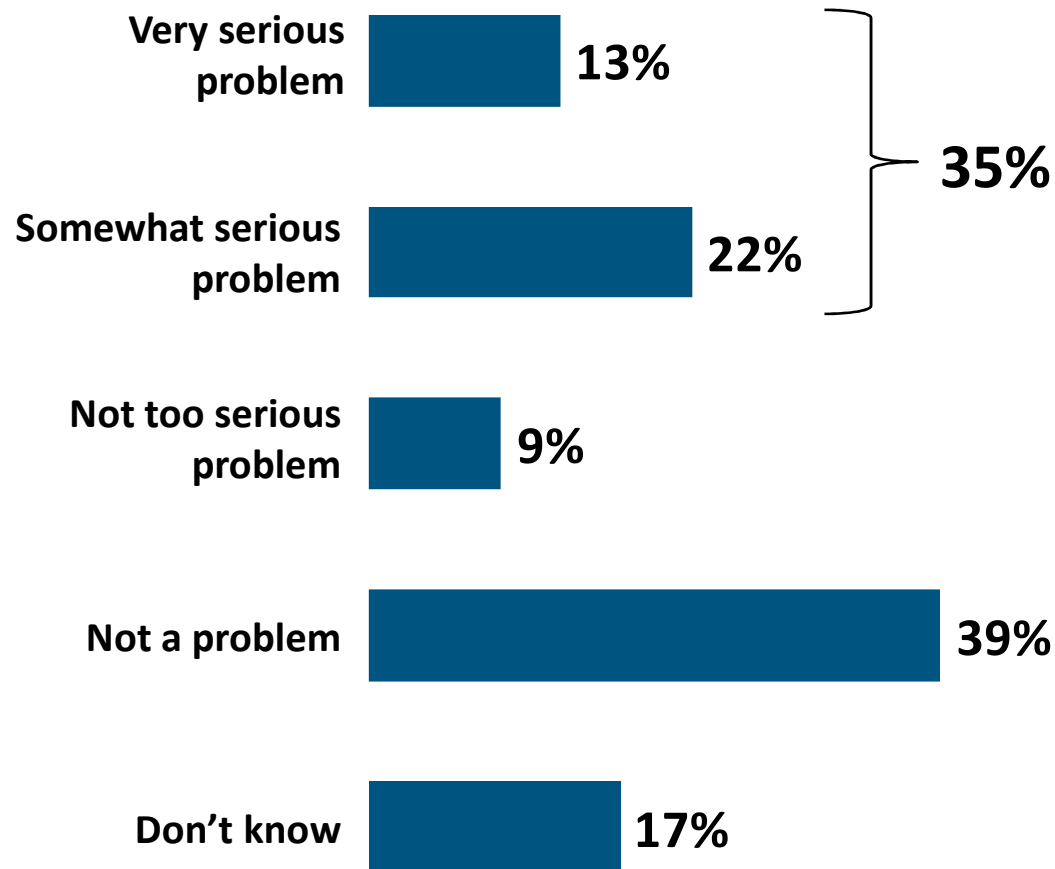
You were afraid that your/their doctor would stop seeing you/them



13%

MA Residents' Perceptions of the Seriousness of Medical Errors as a Problem in Massachusetts

% saying medical errors are...



Methodology



This survey was conducted by researchers at the Harvard Opinion Research Program (HORP) at the Harvard School of Public Health. The project director was Robert J. Blendon, Professor of Health Policy and Political Analysis and Executive Director of HORP.

HORP designed the survey in collaboration with the Betsy Lehman Center and the Health Policy Commission, and HORP was solely responsible for its analysis.

Interviews for the survey were conducted via telephone (including both landline and cell phone) by SSRS of Media (PA), September 2 – 28, 2014, among a representative sample of 1,224 Massachusetts adults age 18 and older. The interviews were conducted in English and Spanish.

The margin of error for total respondents is +/- 4.0 percentage points at the 95% confidence level.